




DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT CALLING CARD USAGE	POLICY NO. 901.01	EFFECTIVE DATE 09/15/2001	PAGE 1 of 5
APPROVED BY:  Director	SUPERSEDES 307.3 09/15/2001	ORIGINAL ISSUE DATE 06/01/1990	DISTRIBUTION LEVEL(S) 1

PURPOSE

- 1.1 To establish standard procedures for the implementation of internal controls over County Calling Card (calling card) usage by Department of Mental Health (DMH) employees.
- 1.2 On September 29, 1998 the Board of Supervisors approved a motion refined by the Countywide Policy and Disciplinary Guidelines on Abuse of Telecommunications Equipment and Services, which states that employees who misuse County calling card privileges will be subject to disciplinary action by appropriate managers ranging from reprimand to discharge.

POLICY

- 2.1 County calling cards may be assigned to DMH employees whose duties clearly require calling cards to conduct County business. The following outlines the standard in which the County calling card is issued:
 - 2.1.1 **Necessity:** The necessity to possess a calling card must be clearly justified by the employee's supervisor and the appropriate Deputy Director overseeing the employee. A calling card must be necessary in the performance of the employee's duties and not because of convenience, seniority and/or position.
 - 2.1.2 **Field Staff:** A calling card may be necessary for field staff, i.e., MET/SMART, Homeless Outreach, GENESIS, AB34 teams, Hospital Emergency Rooms, Out-of-State Placement Unit, etc. to perform his/her duties.
 - 2.1.3 **Departmental Needs:** When the Department requires an employee to have a calling card to satisfy departmental needs, i.e., Emergency Disaster Coordinators, Executive Staff, Division/Bureau Chiefs, etc. whose



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duties require calling a range outside of the Department landline telephone's calling range.

2.2 Calling Range Privileges (CRP) are determined by an employee's job duties.

2.2.1 **Range 001** is given to employees whose job duties require calling outside of Los Angeles County but within the State of California.

2.2.2 **Range 002** is given to employees whose job duties require out-of-state calls (within the 50 United States).

2.2.3 **Range 003** is given to employees whose job duties require calling within the United States, Mexico and Canada.

2.2.4 **Range 004** is given to employees whose job duties require calling within the United States as well as to foreign countries. However, Range 004 excludes calls to high fraud countries such as Brazil, China, Colombia, Dominican Republic, Ecuador, Egypt, El Salvador, Honduras, India, Pakistan, Peru, Philippines and Senegal.

2.2.5 **Range 005** encompasses all of Range 004, but includes calls to high fraud countries.

2.3 County calling cards should not be used for personal calls except in an emergency. Calling card users are responsible for **ALL** personal charges and shall reimburse DMH within thirty (30) calendar days of receiving the bill.

PROCEDURE

3.1 The following procedures must be adhered to by calling card users and by personnel carrying out the administrative, billing and reimbursement functions for such calls.

3.2 AUTHORIZATION FOR COUNTY CALLING CARDS

3.2.1 All calling card applications must be justified and approved initially by the appropriate management levels (i.e., Deputy Director, District Chiefs



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and/or Medical Director) and submitted to the Administrative Deputy for final authorization. The request shall include the employee's name, employee number, item number/payroll classification, cost center, work site address, calling range and detailed justification for calling range (Attachment I).

3.2.2 The Administrative Deputy will review each request and, if appropriate, approve, date and forward the request to the Administrative Support Bureau for processing. The Administrative Deputy will return the request to the appropriate manager only if approval is not granted or additional justification is required.

3.2.3 The Administrative Support Bureau shall forward calling card requests to ISD Telecommunications for processing and issuance of calling cards. The Administrative Support Bureau shall maintain a current calling card inventory and ensure that calling card listings are locked and secured from unauthorized access.

3.3 CANCELLATION/REVISIONS OF CALLING CARDS

3.3.1 If the calling card is lost or stolen, the calling card user must call the Administrative Support Bureau immediately to stop services and process the written notification letter.

3.3.2 Instructions to cancel an employee's calling card or revise the range/class of service level (due to reasons other than lost or stolen calling card) must be forwarded by the manager to the Administrative Deputy if the calling card is destroyed or whenever the employee's status changes (i.e., transfers out of the organizational unit or the Department, terminates County service and/or no longer requires a calling card authorization).

3.3.3 The Administrative Support Bureau shall provide status updates on all calling cards to the Administrative Deputy, as needed.



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3.4 MAINTENANCE OF CALLING CARD AND REVIEW OF USAGE REPORTS (BILLINGS)

- 3.4.1 All employees who are issued calling cards shall be held accountable for monthly verification of their calling card calls and reconciliation of their monthly billing statements. Calling card users shall not divulge their 10-digit calling card authorization code and personal identification (PIN) to other staff. If calling card users should use their PIN numbers to place calls for other staff, the calling card holders shall be responsible for those calls.
- 3.4.2 The Accounting Division will distribute a copy of the entire monthly calling card usage report to the Administrative Deputy and the applicable billings to the appropriate managers. Upon receipt of the calling card billings, the responsible manager shall distribute billings to the assigned calling card users.
- 3.4.3 Each calling card user is responsible for verifying the billing and any discrepancies noted (e.g. calls not made by the user). Each calling card user is responsible for identifying his/her personal calls by initialing all personal calls, signing off on the appropriate signature page and reimbursing the LAC-DMH. After verification, each calling card user must sign off and date his/her billing.
- 3.4.4 Each calling card user's supervisor is responsible for signing the monthly billing to ensure that the calling card user has verified all calls and submitted proper payment for **ALL** personal calls. If any discrepancies are noted, the manager must follow-up promptly with a discussion with the subordinate(s), an investigation and/or disciplinary action as deemed appropriate.
- 3.4.5 The calling card billing must be reviewed, signed (Attachment II) and returned by the calling card user and the appropriate manager or supervisor to the Accounting Division within thirty (30) calendar days of receipt. Failure to return the completed billing may result in cancellation of the calling card.



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3.4.6 It is the responsibility of each calling card user's supervisor to ensure that each calling card call can be documented by the calling card user. Supervisor's documentation (e.g. calling card logs) must be kept on file for one (1) year and made available to auditors or monitoring staff on request.

3.4.7 The Accounting Division will continue to keep the approved calling card billing on file for five (5) years or in compliance with the Auditor-Controller's specification for audit purposes.

3.5 REIMBURSEMENT FOR PERSONAL CALLS

3.5.1 Calling card users must reimburse LAC-DMH for **ALL** personal calls by a check or money order payable to **Los Angeles County Department of Mental Health**. The check or money order must be submitted to the calling card user's manager/supervisor with the applicable calling card billing. The manager/supervisor shall approve, sign and date the calling card billing and send it, along with the reimbursement, to the Accounting Division within thirty (30) calendar days of the receipt of billing.

3.5.2 The Accounting Division will send an overdue notice to the responsible managers or employees who have not returned their billings within thirty (30) calendar days of receipt and will provide the Administrative Deputy's Office with a list of those employees who have not returned billings. The Administrative Deputy's Office will review the list for the purpose of terminating the employee's participation in calling card usage.

3.5.3 Managers will follow up with appropriate and timely disciplinary action with employees who fail to provide reimbursement for personal calls made using the calling card or other misuse of County calling cards.

AUTHORITY

Auditor-Controller Memo: Employee Abuse of Telephone Privileges

ATTACHMENTS

[Attachment I Calling Card Application/Cancellation/Revision form](#)

[Attachment II Calling Card Billing Verification form](#)